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CLAIMS

We claim:

1.   A method of filtering an audio stream sent to an audio-capable device comprising the steps of:

receiving the audio stream;

10   identifying at least one portion of the audio stream for removal; and

removing the at least one portion of the audio stream resulting in a filtered audio stream.

15   2.   The method of claim 1 further comprising the step of transmitting the filtered audio stream to the audio-capable device.

3.   The method of claim 1 wherein the step of receiving
20   further comprises the step of receiving the audio stream at an intelligent network node in a communication network.

4.   The method of claim 1 wherein the step of identifying further comprises the step of determining that the at least one
25   portion of the audio stream contains music.

5.   The method of claim 1 wherein the step of identifying further comprises the step of determining that the at least one portion of the audio stream contains speech.

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6.   The method of claim 5 wherein the step of determining further comprises the step of recognizing that the at least one portion of the audio stream that contains speech matches a template of speech that is stored in a memory.

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7.   The method of claim 6 further comprising the step of saving in the memory via service provisioning the template of speech to be filtered from the audio stream.

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8.   The method of claim 5 further comprising the steps of detecting a signal from the audio-capable device, and

storing as a template of speech in a memory the at least one portion of the audio stream that is temporally associated with the signal.

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9.   The method of claim 8 in which the signal is a switch hook signal.

10.   The method of claim 8 in which the signal is at least

25   one key pad tone.

11.   The method of claim 5 further comprising the step of determining that a gap in speech within the audio stream exceeds a pre-provisioned limit.

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12. The method of claim 1 further comprising the step of routing the filtered audio stream to at least one other audio-capable device of a plurality of audio-capable devices.

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13. The method of claim 12 wherein the step of routing further comprises the steps of querying a database having at least one pre-provisioned address associated with the at least one other audio-capable devices,

receiving the at least one pre-provisioned address in

15 response to querying the database, and

sending the filtered audio stream to the at least one other audio-capable device associated with the at least one pre-provisioned address from the database.

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14. The method of claim 12 wherein the step of routing further comprises the step of receiving an indication of the at least one other audio-capable device in response to an audible query.

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15. A method of communicating status of a queued call from a call center to at least one receiver comprising the steps of:

receiving an estimate of wait time from the call center; and

transmitting the estimate of wait time to the at least one

10 receiver.

16. The method of claim 15 further comprising the step of accessing an address associated with at least one receiver.

15 17. The method of claim 16 wherein the step of accessing further comprises the steps of:

identifying the address of the at least one receiver, and

selecting the address of the at least one receiver as a result of a query.

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18. The method of claim 17 wherein the step of identifying further comprises the step of reading the address from a plurality of pre-provisioned addresses.

25 19. The method of claim 15 further comprising the step of adapting the estimate of wait time from a first format to a second format wherein the second format is associated with the at least one receiver.

5   20. The method of claim 15 in which the second format is

text for display on the at least one receiver.

21. The method of claim 15 in which the second format is

audio for the at least one receiver.

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22. The method of claim 15 further comprising the steps of

accessing a directory service with a key received via an audio-

capable device resulting in at least one identifier associated

with the call center, and

15   transmitting to the call center an address associated with

at least one receiver for reception of an estimate of wait time

from the call center identified by the at least one identifier.

5   23. An apparatus that filters an audio stream comprising:

a receiver for receipt of the audio stream;

a controller coupled to the receiver that identifies at least one portion of the audio stream that was originally sent to the receiver; and

10   a filter coupled to the receiver and the controller that removes the at least one portion of the audio stream resulting in a filtered audio stream.

15   24. The apparatus of claim 23, wherein the apparatus is in an intelligent network node in a communication network.

25. The apparatus of claim 23, wherein the controller identifies the at least one portion of the audio stream contains music

20   26. The apparatus of claim 23, wherein the controller identifies the at least one portion of the audio stream contains speech.

25   27. The apparatus of claim 23 further comprising a memory coupled to the controller, having at least one template of speech to be filtered from the audio stream.

5   28. The apparatus of claim 27, wherein the memory having

the at least one template of speech is populated upon

initialization of the apparatus.